

# Student Billing FAQ

## General

1. Login to **My CTS** (<https://mycts.covenantseminary.edu>) with your student email address and password.
2. Navigate to **My CTS > My Account > My Bill** and click **Pay My Bill**.
3. Click **Make a Payment** on the left-hand navigation.
4. You should see the balance you owe listed in the boxes presented to you. Make sure the amount listed is the amount you wish to pay.
5. When you are ready to proceed, scroll to the very bottom of the page and click **Continue** in the bottom right corner.
6. Choose the account (or add a new one) you would like to use to make this payment. Then click **Continue** in the bottom right corner.
7. Verify the payment information and then click the **Pay** button in the bottom right corner.

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3. Click **My Account** in the upper left-hand corner.
4. Scroll down to **Payers** and click **Send a payer invitation**.
5. Fill out the **Name** and **Email Address** as well as the **Payer Access** for the third-party.
6. Click **Send Invitation** to invite the third-party to setup an account and make a payment.

Please contact the CashNet Student Contact Line 1-800-339-8131 for technical issues.

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3. Click **Tax Forms** in the left-hand navigation.

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Here you will see a record of all debits and credits on your account. Pending charges will also be listed (e.g. if you have pre-registered for future courses).

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2. Navigate to **My CTS > Registrar > Demographics** and click **Review and update my demographics**.
3. Follow the on-screen prompts to update and submit your demographic and contact information.

## Refunds

1. Login to **My CTS** (<https://mycts.covenantseminary.edu>) with your student email address and password.
2. Navigate to **My CTS > My Account > My Bill**.
3. Follow the procedure to **Setup your refund account** if you have not done so already.
4. Click **Request a Refund** and fill out the required information.

You will receive a confirmation email once you have submitted your refund request.

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2. Navigate to **My CTS > My Account > My Bill** and click **Pay My Bill**.
3. This will transfer you to CashNet, our payment processor. When in CashNet, click on **My Account** near the upper left.
4. Scroll down to **Direct Deposit Refunds** and select sign up in the **Student Loan Refund**

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